

**September 2012**

**FLSA: NON-  
EXEMPT**

## **ANIMAL CARE SUPERVISOR**

### **DEFINITION**

Under general direction, oversees, coordinates and supervises assigned zoo personnel; sets priorities and directs the work of assigned staff; performs routine to complex work related to the care of animals at the City Zoo; performs routine medical care for Zoo animals; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. Exercises supervision and training over assigned staff.

### **CLASS CHARACTERISTICS**

This is the working supervisory class in the City Zoo that performs a range of routine and complex animal care duties, supervises, reviews, assigns, and participates in the daily operations, functions, and activities of the care and management of zoo animals, performs routine medical care of zoo animals, and coordinates the veterinary program under the direction of the veterinarian. This class is distinguished from the Zoo Manager in that the latter has overall program, budgetary and administrative responsibility for the Zoo.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Provides supervision and training to assigned zookeeper staff; reviews and controls quality of work; assists in completing employee evaluations; assists in the selection of Zoo personnel, employee development and discipline.
- Plans, schedules, prioritizes and assigns animal care work in consultation with the Zoo Manager; communicates status of Zoo operations to appropriate personnel, working cooperatively to schedule activities in accordance with established priorities and special operational priorities; instructs staff in work procedures.
- Provides technical and medical assistance coordination in the treatment of zoo animals, including, administering injections, performing laboratory collections and tests, maintaining veterinary records, supplies, and equipment, and assisting with routine health care procedures, immobilizations, surgeries, treatments and radiology.
- Acts as Supervisor-In-Charge in the absence of Zoo Manager.
- Establishes and verifies appropriate diet for each animal based on current nutrition standards; ensures adequate and appropriate feed storage.
- Orders and inventories animal food, supplies and veterinary equipment and supplies. Participates in performance of animal care routines and all associated duties of zookeeper and keeper aide.

- Performs general maintenance of exhibits and grounds including cleaning drains and pump filters in addition to providing services for light construction, facility maintenance, and repair.
- Assists in developing budget figures for divisions, and manages appropriate expenditures within approved budget amounts.
- Assists Zoo Manager with animal management, collection planning, operations and administrative duties.
- Provides educational information to the visiting public, including providing general information about Zoo operations and facilities, explaining animal behavior and care, and answering questions from the public and other Zoo personnel;
- Maintains a variety of records including animal health records and records on treatments, surgery, vaccinations, and other medical procedures; inputs such information into the appropriate record keeping system.
- Works with volunteers; provides supervision, information and instructions.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic principles of supervision and training.
- Methods and techniques of handling and caring for a variety of animals in various conditions.
- Principles and practices of medical care and treatment of animals.
- Principles of animal husbandry, including normal behavior and dietary care, wild animal behavior, care, and feeding procedures, animal flight distances and aggressive behavior indicators, and signs of illness of animals.
- Applicable Federal, State, and local laws, codes and regulations concerning the operation of the City Zoo, including current standards of the American Association of Zoos and Aquariums.
- Basic computer applications related to the work.
- Methods and procedures of Zoo facilities cleaning and maintenance.
- Basic plant identification in order to recognize toxic and non-toxic plant species.
- Occupational hazards and standard safety practices necessary in the area of Zoo services.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

### **Ability to:**

- Plan, schedule, assign, prioritize and oversee activities of animal care personnel; maintain established quality control standards.
- Use effective supervisory practices.
- Recognize normal and abnormal animal behavior, handle potentially dangerous animals in a safe and effective manner.
- Identify and implement effective and efficient course of action to complete assigned work.
- Develop appropriate and safe work procedures and train assigned staff.
- Administer medications, injections and veterinary care to all types of animals.
- Access, retrieve, enter and update information using a computer terminal and use standard software effectively.
- Understand and interpret rules, regulations and accreditation standards governing the intake, care, management, release and transportation of animals.

- Act as supervisor in charge during absence of Zoo Manager (responsibility shared with other Supervisor)
- Meet and deal tactfully and effectively with the public; represent the City and Zoo professionally.
- Inspect the work of others and maintain established quality control standards.
- Respond to requests and inquiries for information regarding Zoo services.
- Provide post-operative care, wound care, bandaging, cleaning, monitoring, and evaluation of animals.
- Organize own work, set priorities and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of work.

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

- Equivalent to graduation from an accredited four-year college or university with major coursework in zoology, biology, natural sciences, or a related field
- Three (3) years of experience in working with animals within a zoo operation, a wild animal park, animal care, or other animal facility, with one (1) year veterinary technician experience, and
- One (1) year of experience in a supervisory position.

### **License:**

- Valid California class C driver's license with satisfactory driving record.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, as well as in a Zoo environment, and to inspect various animal care sites and habitats, including traversing uneven terrain, climbing ladders, stairs and other access points; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily field classification and standing in and walking between work areas may be required. Wrist flexion and lateral rotation are necessary in combination with grasping to handle tools and equipment. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate various hand and power tools and maintenance equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform work; push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials, objects, and animals necessary to perform job functions.

### **ENVIRONMENTAL ELEMENTS**

Employees primarily work primarily outside in the animal care sites and habitats and may be exposed to potentially infectious diseases, inclement weather conditions, and hazardous physical substances. Employees partially work in an office environment with moderate noise levels, controlled temperature conditions. May involve exposure to dangerous and/or diseased animals, and animals known to cause allergies. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

May be required to work on evenings, weekends and holidays.